

APCO Announces Approval of Revised Minimum Training Standards for Public Safety Communications (PSC) Training Coordinator, PSC Certified Training Officer, PSC Supervisor and PSC Quality Assurance Evaluator

The Association of Public-Safety Communications Officials (APCO) International received final approval from the American National Standards Institute (ANSI) for revised American National Standards (ANS) that identify minimum training for public safety communications Training Coordinators, Certified Training Officers, Supervisors and Quality Assurance Evaluators.

The revision and re-designation process occurs every five years for all American National Standards. This ensures that all standards are up to date with current trends in operations, training and technology.

“APCO is a leader in developing training standards for public safety communications. Routine review and revision of our standards ensures essential training requirements and core competencies are current and relevant,” said Martha Carter, President of APCO International.

The four new standards can be downloaded at <https://www.apcointl.org/standards/apco-standards-for-download.html>. For questions regarding APCO Standards, please email standards@apcointl.org.

Article re-print, original article located PSOnline follow link below

<http://psc.apcointl.org/2017/09/29/apco-announces-approval-of-revised-minimum-training-standards-for-public-safety-communications-psc-training-coordinator-psc-certified-training-officer-psc-supervisor-and-psc-quality-assurance-eval/>

Membership Information

Member Type	10/1/2016	10/1/2017
Associate	3,082	3,015
Full Member	5,753	5,398
Full Group Members	4,835	5,666
Online Group Members	11,963	15,804
Commercial	742	682
Commercial Group Members	203	254
Total Number of Members	26,578	30,819
Total Number of Group Agencies	756	896
Commercial Group	34	43

Commercial Advisory Membership (The CCAM Corner)

Over the past several years the Arizona APCO/NENA has held a golf tournament. Some years this was done in conjunction with the state training conference and other years as a standalone event. The past two years in a row we have had the tournament. We made the call to make this a standalone event so it does not compete for dollars that would be raised for the annual conference and to not conflict with training schedules for public safety personnel. It has gone well, better in 2017 than in 2016 with various lessons learned. We held the tournament in January of 2016 and ended up with a lower turnout than we had hoped. In part this was due to competing with the holidays for marketing the event and to a conflict within the local Fire Community. It was also freezing cold (not typically so but that is a risk even here in Phoenix in January). In 2017 we moved the tournament to occur the Friday of National Public Safety Telecommunicator Week which is in April, a reliably nice time to play golf in Phoenix.

The proceeds go directly to the AZ APCO/NENA Chapter's Scholarship Fund. There is no other mechanism for funding scholarships, so we view the golf tournament as an exciting opportunity to create a sustainable scholarship funding source. When properly planned (think good weather, central location, no conflicting public safety events) and the right mix of public safety professionals to industry partners (vendors don't just all want to come play golf together) this is a really fun event. With the right mix of sponsors (don't just reach out to those companies selling into 9-1-1 centers, think of local car dealerships and anyone else who might want to participate), the golf tournaments can also be an effective way to raise money for the Chapters! In 2016 we raised enough to put around \$2,500 into the scholarship fund after expenses, and in 2017 that number tripled to around \$7,500! If any of you want to know more details about how we pull this event together feel free to contact me.

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2017 APCO Atlantic Chapter Conference And Exhibition



The conference will be held October 23-25, 2017 at the Samoset Resort by the Sea in Rockport, Maine. Conference attendees include frontline Telephone and Radio Telecommunicators, Supervisors, Managers and Directors, Radio/IT Technicians and Managers, and Emergency Management personnel involved in public-safety communications.

47 Vendors In Attendance
Some Have Also Taken On Sponsorship

Program Sessions Include:

- Tools for FCC License Maintenance
- ABC's of APCO EMD
- Advance in Fire Service Communications
- Germ Warfare (Your Dirty Little Secret)
- LifeFlight of Maine Ground Safety Course
- Next Gen Multimedia Recording, Incident Reconstruction & QA/QI
- NG9-1-1 Seeing the Big Picture to Manage Operational Details
- One Common Goal: People-Oriented PSAP Leadership
- PSAP Cyber Attack: A Thanksgiving Story
- Rail Safety & Protocols for Emergency Communications Specialists
- Recommended Minimal Training for 9-1-1 Telecommunicators
- What Should I Measure and Why? Key Performance Indicators and Best Practices
- Building Effective Work Relationships: Your Role in Personal and Team Morale and Motivation
- PTSD – Who Me? Ya YOU!
- How New Technologies Are Creating New Models for Radio Maintenance
- The Automated Secure Alarm Protocol (ASAP to the PSAP): A Win-Win No-Brainer for Public Safety & Alarm industry
- NG9-1-1 Understanding Some Attack Strategies and Defenses Against Adversaries
- Preparing for the Unthinkable
- Best Practices of a Successful CTO: Training the Adult Leader
- Realizing the Full Potential of NG9-1-1 – the Role of Originating Service Providers
- The Progress of FirstNet
- Powered by Experience: Career Longevity in 9-1-1
- Regional Communications for Pipeline Events
- Town Hall Meeting (APCO Executive Committee)
- The New Improved Spectrum Watch and CAPRAD FCC Frequency Application System: How it simplifies your FCC frequency application process to save time and money
- QA/QI and All Those Important Reasons Why

For additional information or for Registration:

Go to or click on the link <http://apco-atlantic.org/Conference> and click on the respective Tab to complete necessary requirements for Conference Registration, Hotel Registration, Sponsorship and Volunteer Application also Program Schedule, and Exhibit Layout.



On the evening of Friday August 25th, the strongest Hurricane to make landfall in over a decade unleashed its devastation over Port Aransas and Port Connor, TX. In the days following Hurricane Harvey, the Gulf coast of Texas and Louisiana were devastated with high winds and over 50 inches of rain. As the waters rose, Public Safety Employees went to work. Law enforcement, firefighters, EMS and the heroes behind the headset - 911 Telecommunicators - worked day in and day out to serve their communities. Many of those helping would lose their own property and in some cases their own family members. Many of these employees worked for days, unable to return home and unable to communicate with family or knowing whether they had a home left to go back to. As the waters begin to recede, the needs for these families are becoming greater every day. 911 Telecommunicators from the entire Texas coastline need our help.

The Denise Amber Lee Foundation, Texas APCO, The Healthy Dispatcher, Texas NENA Team911, IXII and Gulf Breeze Custom Apparel have come together to start this fundraiser to help these unsung Heroes.

All donations are appreciated and **100%** of all proceeds will be distributed to these families who have lost family members or property during this tragic event. With a donation of \$20 or more, you will receive a #TEXASSTRONG T-Shirt that has been custom-designed to help with this Fund!

Let's give back to those who are working tirelessly to ensure that citizens of this great state are getting the help they need during this trying time.



2017 APCO-NENA Nebraska Conference

Nebraska APCO-NENA Conference

October 23-25, 2017

Cornhusker Marriott, Lincoln Nebraska



Call for Papers & Exhibitors

Visit us at www.neapconena.org

2017 APCO CPRA (Southern CA Chapter) Annual Vendor Exhibition



Mark your calendars now for Thursday, October 26th, from 8:30 AM to 2:00 PM,
at Quiet Cannon, 901 Via San Clemente, Montebello, CA 90640.

This is the premier event in Southern California drawing public safety managers, technicians, and operators to see the latest in technology, associated products, and systems from over 50 vendors featuring radio and technical products, PSAP and operations, as well as test and service equipment.

Exhibitors, be sure to book your space now as this event sells out early.
See the information at www.cpra.org

As always, the exhibition is free to attend and includes lunch.

See you in October!!!

2017 APCO-NENA Illinois Conference



2017 IPSTA Conference

The 33rd Annual IPSTA Conference will be held on

November 5th – 8th, 2017 at the Crowne Plaza Hotel in
Springfield, Illinois

Early Registration and housing will open on July 10th

2017 Registration fees are as follows:

Sunday Training \$100

		After Oct 6
Full Conference	\$150	\$200
One Day Registration	\$85	\$95
Guest	\$95	\$95

2018 APCO Envision -- The Future of Public Safety Communications



APCO Envision

The Future of Public Safety Communications

Austin, TX | January 16, 2018

Nashville, TN | February 15, 2018

This intensive training is designed to give current and aspiring leaders in emergency communications the knowledge and strategies they need to manage technology-focused issues such as cybersecurity and NG9-1-1. Learn from top experts of the very latest developments that will impact the future of your role and profession. *This training is worth seven (7) CEUs.*

www.apcoenvision.org

Sponsored by



Cybersecurity Hygiene Training

APCO Headquarters, Daytona Beach, FL | January 11, 2018

Internet technology brings powerful tools to the public safety sector, but also creates risks, flaws, and vulnerabilities for cybersecurity. As the industry moves to NG9-1-1 and mobile broadband, cybersecurity becomes even more vital to the day-to-day operations of your PSAP or communications center. This one-day live course will expand your cybersecurity knowledge and help you make your center a more secure environment. *This training is worth eight(8) CEUs.*

[Learn more](#)

Sponsored by



2018 APCO North Carolina Telecommunicator Training Symposium

SAVE THE DATES
**TELECOMMUNICATOR
TRAINING SYMPOSIUM**

9-1-1
BACK TO THE BASICS

North
Carolina
APCO

**North Carolina APCO
is pleased to announce
the 2018 Telecommunicator
Training Symposium**

APRIL 9-11, 2018

**Embassy Suites - Greensboro Airport
204 Centreport Dr | Greensboro, NC**

Registration Opens October 1, 2017

Visit www.tcsymposium.org for more details!

North Carolina APCO is pleased to announce that the 5th Annual Telecommunicator Training Symposium will be held **April 9-11, 2018** at the **Embassy Suites – Greensboro Airport** (204 Centreport Dr, Greensboro, NC). The target audience for this event are front line telecommunicators, providing three days of high quality, relevant training. **Call for Presentations and Registration** will be opening soon. Visit www.tcsymposium.org for additional details!

2018 APCO Western Regional Conference



2018 APCO Western Regional Conference hosted by the Washington State Chapter of APCO-NENA

Tacoma Convention Center, Tacoma, WA

Week of March 26, 2018

[Click here for CALL FOR PAPERS details](#)

2 primary hotels: Murano Hotel & Courtyard by Marriot (10 hotels total)

Visit www.2018.apcowrc.org for more information.



APCO Institute Schedule and Upcoming APCO Institute Courses



Where Public Safety Turns to Learn

The APCO Institute offers a variety of certification and CDE courses online and at agencies around the country. All are taught by the Institutes adjunct instructor corps, who bring a wealth of real-world experience to the classroom. See what [live courses](#) are coming to your area. Or, view the upcoming [online course](#) listing. For more information, [contact](#) the Institute.

Committee Members and Chapter Assignments

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From the Member and Chapter Services Committee

Dear APCO Officers and Members,

The Member and Chapter Services Committee (MCSC) supports the membership at the chapter level by building relationships with chapter leaders. Each MCSC member is assigned to represent Chapters and throughout the year they maintain information flow with the chapter leaders. We are here to keep APCO members informed of association policies, governance guidelines, and other APCO programs. Just as important, we push issues from the local level to the APCO leadership level. We work for the people and strive to make sure you receive all that you can from your APCO membership.

MCSC members work diligently to get program questions or information out to the local chapters, gather the needed feedback, and get answers back to the APCO organization. We share information about programs, training, and initiatives supported by APCO International as well as upcoming events through the monthly MCSC e-Newsletter.

MCSC works to build relationships among chapter leaders through training classes and webinars hosted during the year. We also assist the APCO organization staff to provide chapter leader training and workshops at the annual conference. But, we need your help to make these things happen. You can assist us by:

- Keeping your Chapter officer list up-to-date with APCO headquarters.
- Submitting information about upcoming events or programs in your Chapter for the e-Newsletter.
- Keeping the contact information of your MCSC representative handy so if you have questions or need anything you can call on us to help.
- Participating in chapter officer calls, webinars, and training so that you are up-to-date with the current information.
- Letting your MCSC representative know who to contact in order to get information about your chapter if the President of your Chapter is not the primary contact person..
- Looking for the monthly e-Newsletter and providing us with feedback through your chapter.

We are very fortunate to have members on the MCSC who support APCO and are willing to volunteer their time to make sure that APCO can meet its vision to strengthen our communities by empowering and educating public safety communications professionals. As a committee, we look forward to continuing to work with you!

Sincerely,

Member and Chapter Services Committee